


Facilities Services Division

Goal #5 - Communication

Measure	Actual	Target	Status
Annual survey results where overall satisfaction was neutral or above.	87%	85%	

Why is this measure important?

The Facilities Services Division of the General Services Department seeks to provide exceptional customer service. The Division provides building maintenance, facility management, real estate administration and security services, which provides employees with a safe, clean and productive working environment. The City employees contribute to the measure through the annual City survey.

What do these numbers tell us?

The General Services Department established a customer satisfaction target of 85% for all of its divisions. The actual customer satisfaction value for the Facilities Services Division is 87%, which is slightly higher than target. The Division attributes their high levels of customer satisfaction to a customer-focused approach, which emphasizes friendly service and positive relationships. (Last updated June 2014)

